

# STATE OF ALABAMA

## DEPARTMENT OF INDUSTRIAL RELATIONS— FY08 IT STRATEGIC PLAN WORKSHEET

### IS MISSION

**To provide the Department of Industrial Relations (DIR) with the information services and technology needed to fulfill its mission and goals**

### IS VISION

**To consistently provide high quality and innovative information services to meet DIR's current and future needs**

### VALUES

- Integrity

*We will always represent the highest levels of honesty, openness, and competence*

- Accountability

*We are stewards of our clients' trust and are solely responsible for our division's services and actions*

- Teamwork

*We work together in an environment of cooperation and mutual respect to achieve the mission of DIR*

- Innovation

*We will provide creative and proactive solutions to our clients' information needs*

### CUSTOMERS (Expectations)

- DIR staff and employees
- Financial institutions
- General Public, including Community Based Organizations (CBOs)
- Other government agencies
- Other States' agencies
- Federal agencies (e.g., DOL, IRS, Social Security)
- Business partners

#### Expectations

- *Dependable, reliable, and secure systems*
- *Timely, responsive, and accurate services and data*
- *Meet mandated and compliance requirements*
- *User-friendly information systems and applications*
- *Proactive advice and recommendations on user information technology needs*

- *Maintain knowledge and expertise currency*

### STAKEHOLDERS (Expectations)

- Federal agencies
- Other government agencies
- Elected officials

#### Expectations

- *Dependable, reliable, and secure systems*
- *Meet mandated and compliance requirements*

### KEY GOALS (1-4)

G1 (DGX): To implement information systems (IS) applications and systems needed to replace the current UC tax system by the end of FY12.

G2 (DGX): To implement IS applications and systems needed to replace the current UC benefit payment processing system by the end of FY11.

G3 (DGX): Implement IS applications and systems needed to reduce annual departmental operating costs by 2% by the end of FY13.

### ASSUMPTIONS

- FY06 and FY07 initiatives are on schedule
- Workforce Development division does not mandate significant changes in job services
- Funding and staffing will be reduced by approximately 8-10%
- Enhancement legislation is passed in FY06 and FY08
- A standardized project management methodology is in place by the end of FY07

### WORKLOAD MEASURES

W1: # applications supported  
W2: # computer systems supported  
W3: # applications developed  
W4: # production tasks

### STRENGTHS

- IS Leadership

- Dedicated staff
- Knowledgeable users
- Partnership with users to determine information technology needs
- Expanded wide-area network

### WEAKNESSES

- Lack of dedicated IS budget
- Lack of depth in staff expertise
- Lack of enterprise architecture and standards
- Lack of project management methodology
- Lack of comprehensive systems documentation

### OPPORTUNITIES

- Availability of no-cost systems developed with DOL funding
- Supplemental federal project funding (based on historical trends)
- Availability of local training and assistance

### THREATS

- Decreased federal funding
- Inconsistent State support for enhancement legislation
- Increased need for effective and reliable information security measures
- Vendor changes that render applications unsupportable
- Impact of potential changes in administration policies on IS priorities and agency responsibilities

### OBJECTIVES

- OBJ1 (G1) (% project completed): Complete 20% of project activities to implement IS applications and systems needed to replace the current UC tax system.
- OBJ2 (G2) (% project completed): Complete 25% of project activities to implement IS applications and systems needed to replace the current UC benefit payment processing system.

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- OBJ3 (G3) (% reduction in annual departmental operating costs): **Implement IS applications and systems needed to maintain annual departmental operating costs at FY07 level.**

### CRITICAL ISSUES

#### INTERNAL

- IC1 (G1, **G2**): Lack of depth in staff expertise needed to support new platforms while maintaining current systems

#### EXTERNAL

- EC1 (**G1**, G2): Acquiring systems developed with DOL funding to support proposed system replacements

### STRATEGIES & ACTION PLANS\* (Person Responsible/Estimated Completion Date)

S1 (**G1**, IC1, EC1): Develop and initiate an IS project plan for implementing information systems (IS) applications and systems needed to replace the current UC tax system.

- A. Working with UC, identify and document business requirements. (D. McKinney) (31 Dec 07)
- B. Research and identify available options from DOL funded systems to meet UC requirements. (D. McKinney) (30 Apr 08)
- C. Working with UC, select acceptable system. (A. Austin) (31 May 08)
- D. Working with the Director of DIR and appropriate state agencies, secure selected system for replacing the current UC tax system. (A. Austin) (31 May 08)
- E. Develop project plan and implementation schedule. (D. McKinney) (31 Aug 08)
- F. Initiate project plan. (A. Austin) (30 Sep 08)

S2 (**G2**, IC1, EC1): Develop and initiate an IS project plan for implementing information systems (IS) applications and systems needed to replace the current UC benefit payment processing system.

- A. Working with UC, identify and document business requirements. (D. McKinney) (31 Dec 07)

- B. Research and identify available options from DOL funded systems to meet UC requirements. (D. McKinney) (30 Apr 08)
- C. Working with UC, select acceptable system. (A. Austin) (31 May 08)
- D. Working with the Director of DIR and appropriate state agencies, secure selected system for replacing the current UC benefit payment processing system. (A. Austin) (31 May 08)
- E. Develop project plan and implementation schedule. (D. McKinney) (31 Aug 08)
- F. Initiate project plan. (A. Austin) (30 Sep 08)

- S3 (G3): Identify and deploy IS applications and systems to reduce annual departmental operating costs.
- A. Working with the Finance Division, determine impact of IS applications and systems on departmental operating costs during FY07. (A. Austin) (15 Dec 07)
  - B. Working with appropriate clients and stakeholders, identify potential cost saving IS opportunities and options. (A. Austin) (30 Jun 08)
  - C. Select and deploy appropriate IS options. (A. Austin) (30 Jun 08)

\* Action plans will be submitted with Operational Plan, not the SMART Plan.

NOTE: As the planning and budget process continues, you will need to identify spending and staffing requirements for each action step, **if possible**. If not, then estimates will need to be provided for each strategy.

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Key Goals (DGX)	Critical Issues (GX)	Strategies (GX)	Objectives (GX) (Unit of Measure)	Baseline/ 2007 Projection/ 2008 Target
G1 (DGX): To implement IT applications and systems needed to replace the current UC tax system by the end of FY12.	IC1 (G1, G2): Lack of depth in staff expertise needed to support new platforms while maintaining current systems EC1 (G1, G2): Acquiring systems developed with DOL funding to support proposed system replacements	S1 (G1, IC1, EC1): Develop and initiate an IS project plan for implementing information systems (IS) applications and systems needed to replace the current UC tax system.	OBJ1 (G1) (% project completed): Complete 20% of project activities to implement IS applications and systems needed to replace the current UC tax system.	06: 0% 07: 0% 08: 20%
G2 (DGX): To implement IT applications and systems needed to replace the current UC benefit payment processing system by the end of FY11.	IC1 (G1, G2): Lack of depth in staff expertise needed to support new platforms while maintaining current systems EC1 (G1, G2): Acquiring systems developed with DOL funding to support proposed system replacements	S2 (G2, IC1, EC1): Develop and initiate an IS project plan for implementing information systems (IS) applications and systems needed to replace the current UC benefit payment processing system.	OBJ2 (G2) (% project completed): Complete 25% of project activities to implement IS applications and systems needed to replace the current UC benefit payment processing system.	06: 0% 07: 0% 08: 25%
G3 (DGX): Implement IS applications and systems needed to reduce annual departmental operating costs by 2% by the end of FY13.	None	S3 (G3): Identify and deploy IS applications and systems to reduce annual departmental operating costs.	OBJ3 (G3) (% reduction in annual departmental operating costs): Implement IS applications and systems needed to maintain annual departmental operating costs at FY07 level.	06: \$? 07: \$? 08: \$?